ESS Support Process

Employee or Agency:

1. Contacts DOP Service Center.

   a. Information@dop.wa.gov
   b. 1-877-664-1960
   c. 360-664-1960

2. Provides Personnel Number, contact information and the best time to be reached.

3. Provides details to help identify the problem:

   a. What you were doing or trying to access when the problem occurred
   b. Error message received
   c. Screen prints

DOP Service Center:

4. Creates ticket for HRMS Central Security.

HRMS Central Security:

5. Contacts the employee if verification or additional information is needed.

6. Troubleshoots the issue and makes any necessary user account changes.

7. Contacts the employee or Agency Security Requestor with the resolution or refers back to agency IT or HR.